Importance of Integrations in Delivery Management Systems

[Integrations](#) refer to the coming together of different small units in order to collectively form a larger unit. Speaking in terms of IT, integrations refer to when two or more companies join their software together so that the required data from one can be collectively viewed by the other.

There are many different types of integrations such as 3PL integrations, payment gateway integrations, SMS integrations, E-Commerce integrations, and more. There are many benefits of having integrations, most importantly for customers. One of the most important features that every Route Optimization Software should offer is the ability for customers to avail a variety of integrations.

Here are some ways in which integrations in your delivery management software can be beneficial for your delivery services:

1. Enhanced Customer Experience

When your delivery management of logistics management software has a lot of integrations available, you have the ability to make use of all possible features that you require in order to meet your customer demands. For instance, you can have access to multiple payment gateways and this can offer your customers a variety of methods of payment to choose from. This will automatically enhance customer experience and can also attract more customers to your platform.

You can choose the best delivery provider for your operations without having to worry about the quality of service that they will provide customers with. The benefit is also that the customers will not care about which integrated company was actually responsible for that excellent delivery provision, rather they will be impressed about the delivery service executed by your brand.

2. Accessibility in a Single Platform

Integrations prevent the hassle of going back and forth between systems to keep track of the delivery process. If your orders are being managed by two different companies, you will not have to switch between their systems continuously. With technologically upgraded route optimization systems such as Shipox, you can view all operations being handled by each integration on a single dashboard. Moreover, Shipox offers its customers a variety of useful integrations which can all be viewed [here](). There is no need for customers to manage multiple dashboards of various external software when they can access them all through a single centralized platform.

3. Optimization of Resources

With the ability to access all integrations through a single platform, automatically comes the optimization of resources such as time, labor and money. Managing a variety of external software to meet customer needs is expensive as time and labor are spent in the process of researching the best software and then implementing that to the system. When all these platforms are available as integrations as part of your DMS, you can avail the optimization of all resources and enjoy the consequent benefits.

4. Variety of Choices

With a variety of integrations to choose from, you can make decisions based on which 3PL company to choose based on the locations you want to cover, the most affordable price, the bulk load of orders, and many others. You can choose the payment gateway that best suits your customers, and such. This variety of choice is a huge added benefit to your business operations.

5. **Rapid Business Growth**

With all these benefits that integrations offer, business growth is guaranteed. Integrations help to improve customer experiences, which increases the clientele and also the business growth. Shipox customers have each been able to use the available integrations for their benefit and to ensure that they offer flawless delivery services to their customers.

The success of using integrations can be noticed in the fact that Shipox customers were able to get approximately 50,000 orders from the E-Commerce giant Shopify in 2021 due to the Shopify integration.

Shipox is a data-driven **Delivery Management Software** that enables its users across a multitude of diverse industries to avail market competitive features and customer support in order to automate and perfect their delivery process. Shipox users are able to increase the efficiency of their delivery process, optimize their costs effectively, and enhance their customer experiences. To learn more, you can sign up for a quick demo here.